

Business Case Scorecard Section

This section of the scorecard evaluation for the selection of the remote data entry (RDE) system covers the essential business analysis for identifying the best possible solution to meet the needs of the National Cancer Institute and the cooperative groups.

Implementability

Stability of the Vendor

1. Vendor Background (i.e., provide information on experience background in applying this product and service solution). Please demonstrate your stability as a vendor to the cooperative groups by demonstrating, but not being limited to the following: customer base, revenues (if publicly available), management team, etc.
2. Proven track record within our industry (How well your company has served the industry, specifically cancer or other clinical trials over the last few years)
3. Financial Stability (i.e., provide information on the financial stability and longevity of the company in providing this solution); examples: Dun & Bradstreet rating, stable growth pattern, intellectual property position with respect to the product offering)
4. Vendor Responsiveness (i.e., provide information on customer response on product installation, utilization, and satisfaction)

Technology

1. Software Maturity (i.e., provide information on software maturity and success in implementing process improvement for remote data entry)
2. Technology Maturity (i.e., information on product and service maturity and capability as it pertains to a changing technological environment). Please explain how mature is the underlying technology of your solution and in this context, explain the product's status in the marketplace, for instance, current version not yet marketed, or fully implemented at X comparable settings.
3. Development Methodology (i.e., provide information on what best practice is being utilized for development methodology for the product offering). Are business rule tools comparable to database management systems? In general, there are many analogies to database systems. Whereas a database system separates the storage and management of the data from the application, a rule engine separates the business logic from the application. Also, a rule base (i.e. the business rules in the repository) is sharable across many applications, as is a database.
4. Modifications (i.e., based on your knowledge of what required to provide a remote data entry solution of the Cancer cooperative groups environment and the

National Cancer Institute, what modifications to your solution may be required, how will they impact your company's ability to implement this solution within a specific amount of time, and how will you mitigate risk?) Please use the setup options diagram that is part of this document to elaborate on this section.

5. Are you familiar with caBIG? Is so, is your system currently caBIG compatible? Is so, what is your current caBIG compatibility level? If you are not caBIG compliant, would you be willing to make the changes necessary to your system to become compliant with caBIG standards?
6. Does your system provide a module for RDE only or does your system come as an entire CTMS product suite?
7. Third Party (i.e., provide information on third party subcontracting utilization in implementing your solution)

Supportability

Application/System Support

1. Implementation Assistance (i.e., provide information on implementation assistance within the environment of the Cancer cooperative groups and the National Cancer Institute in order to execute backend integration to several diverse databases)
2. Quality (i.e., provide information if your product or service offering has won any quality recognition and how your solutions maintains quality standards to ensure quality delivery of services)
3. Documentation (i.e., provide information on what documentation will be provided with product offering for implementation)
4. Training (i.e., provide information on what training will be necessary and provided to the customer for implementation and utilization of product offering)
5. Responsiveness and quality of service (i.e., provide information on your responsiveness for support of the product offering). How is responsiveness for quality support expressed and maintained (i.e., Service Level Agreement)?
6. Support Functions (i.e., provide information on what level of support function will be required both within your product offering and to external stakeholders, to ensure effective implementation of the solution). Provide information on standards implementation for support for product offering.
7. User Groups (i.e., provide information on what level of support will be offered to specific user groups involved in implementing the remote data entry solution)

8. Modifications support (i.e., if modification needs to be implemented to the product during utilization, provide information on what support will be provided to ensure timely and effective implementation of the solution and how risk will be mitigated)
9. Warranty (i.e., provide information on product warranty and service support assurance)

Usability

1. How much training is required of the typical CRA or other remote user of your product, before s/he is ready to use the system?
2. Are web-based instructional materials available for this purpose?
3. What arrangements for “help desk” services have you entered into with present system users? How well have they served the users’ needs? What do you recommend for a diverse range of personnel at cooperative group sites?